

Motion

Agenda Number: 20.2
Date: January 11, 2023

Moved by Councillor Brown
Seconded by Councillor Damerla

Whereas Peel Regional Police have indicated that their communications centre receives approximately 1,800 calls to 9-1-1 each day, and of these calls, approximately 720, more than 40 per cent, are deemed non-legitimate, inappropriate or misuse;

And whereas, there has been a 27 per cent increase in 9-1-1 calls in Peel since 2022, which has marked what Peel Regional Police calls the most significant increase in call volumes to date;

And whereas, Peel Regional Police also report that they received more than 100,000 calls to 9-1-1 over the past two months, and more than 50 per cent of those were hang-ups or non-emergent;

And whereas, Peel Regional Police are the Public Safety Answering Point for Police, Fire and Paramedics and the wait time for these emergency services are on the rise in Peel, resulting in too many callers waiting for response from a dispatcher when every second counts;

And whereas, municipal fire departments are authorized to issue fines for false fire alarms on the second occurrence;

Therefore be it resolved, that Regional Council direct staff to investigate whether fines or other penalties can be issued to callers for negligent use of the 9-1-1 system, and;

That staff report to a future meeting of Regional Council with recommendations to minimize misuse and abuse of emergency services.